Appendix M – SkillSoft Subject Area Integration

1.0 Background: Subject Areas in SATERN are categories that courses can be associated with and are intended to facilitate a Learner's search for a particular course. Historically, when SkillSoft courses have been added to SATERN, they where placed into on of three key Subject Areas which coincided with the course's SkillSoft catalog. Since SkillSoft's catalog is divided into multiple levels, it is believed that implementing SkillSoft's full hierarchy in SATERN will make it easier for users to locate courses based on their content and purpose.

2.0 Functional Requirements: Documented here are the functional requirements for the creation and assignment of the subject area attribute to SkillSoft courses in SATERN. Standard SkillSoft subject areas will be defined in SATERN, these subject areas will be based on the SkillSoft catalog. A script will be created and will work in conjunction with the monthly new course list provided by SkillSoft to manage this process. This process will be executed each month upon receipt of the new course list. Subject Areas for SkillSoft courses currently residing in the LMS will be updated to contain the newly created SkillSoft subject area.

2.1 Database Script

No.	Requirement
2.1.1	An upload script will be implemented to "flatten" and upload the XML file provided by SkillSoft into the database.
2.1.2	An upload script will be implemented to upload all SkillSoft subject areas into the LMS. This script will also associate the SkillSoft courses with the appropriate SkillSoft subject areas. To ensure a clean load, all existing subject area / item relationships will be removed prior to new associations being rebuilt.

2.2 Subject Area

No.	Requirement
2.2.1	SkillSoft will specify the appropriate subject area for all courses in their monthly XML file.

2.2.2	The system should contain one subject area for every SkillSoft category name. SkillSoft category names should be mapped to the Plateau subject area description field.
	
	SkillSoft (Level 1 – "SkillSoft Courseware")
	  SkillSoft Courseware (Level 2 – "IT Professional Curricula")
	    SkillSoft Solution Area (Level 3 – "Software Development Solution Area")
	      SkillSoft Curriculum (Level 4 – "Java 2 Programming")
	        SkillSoft Series (Level 5 – "Java Enterprise Development with J2EE: Enterprise JavaBeans")
	
	**All of the SkillSoft Course Titles would show on the right side for the above series.

No.	Requirement
2.2.4	Subject Area IDs should follow the SATERN naming conventions.
2.2.5	GP will perform the process to match the SkillSoft content to a specific subject area based on the XML file.
2.2.6	Non-SkillSoft subject areas will not be altered by this process.
2.2.8	SkillSoft subject areas and courses will have a many-to-many relationship to items.

2.3 Course

No.	Requirement
2.3.1	Every SkillSoft course in the system will have an associated SkillSoft subject area.
2.3.2	Non-SkillSoft courses will not be altered.
2.3.3	The appropriate subject areas will be assigned to all SkillSoft courses currently existing in SATERN.
2.3.6	SkillSoft courses will be searchable via the catalog hierarchy or search.

2.4 Books 24x7

No.	Requirement
2.4.1	A separate item will be created under a Books 24x7 Subject Area that will launch a new window with a destination URL of http://www.books24x7.com.
2.4.2	The appropriate NASA credentials will be passed so the learner is automatically logged in (Please see Appendix C for required configuration changes regarding the passing of credentials to Books 24x7).

3.0 Assumptions
- The new course list file from SkillSoft will be placed on a site accessible by these scripts.
- The script to import subject areas should be executed after new SkillSoft courses are added to SATERN each month.
- SkillSoft will create and define each new subject area.
- The file conversion and upload scripts will be manually executed each month upon receipt of the new course list from SkillSoft.

4.0 Support Information

Web Accessibility is SkillSoft's implementation of Section 508 compliance standards. SkillSoft software functions with several assistive technologies, which are any electronic or information

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technologies that allow individuals with disabilities to utilize information on a computer that they would not otherwise be able to access.

SkillSoft supports and promotes Web Accessibility in its software applications and courseware. SkillSoft supports the following assistive technologies:

- Screen reader software, a speech synthesizer technology that converts text to audio.
- Shortcut keys for all mouse actions.
- Alternative images to replace animated graphics.
- Elimination of screen refresh rates between 5Hz and 55Hz, which can cause seizures for some individuals.

Only choose to launch the **Web Accessibility** version of a course if you require the support of one or more of the technologies listed above.

Using JAWS

If you are using JAWS screen reader software with the SkillSoft Course Player, you must first ensure that your system is configured with the following software:

- JAWS 6.0, 6.2, or 7.0 (client or network). 7.0 is recommended
- Internet Explorer 6.x as your default browser
- JRE 1.4.2 or higher

You must also install the Java Access Bridge 1.2 or higher, (2.0.1 is recommended). The Java Access Bridge makes it possible for the Assistive Technology in SkillSoft courses to interact with the Windows operating system. No configuration on your part is required. You can download the Java Access Bridge at http://java.sun.com/products/accessbridge/.

If you fulfill all of these requirements, once you install the Java Accessibility Bridge, JAWS will work properly with the SkillSoft Course Player. No further action is required.

Enable JAWS Forms Mode

When using JAWS screen reader software, you must also enable Forms Mode in order to navigate some elements of the user interface.

1. Press the **TAB** key to navigate to a form field.

2. Press **CTRL** + **INSERT** + **HOME** and then press **Enter**.

SkillSoft Roles and Responsibilities

Warm Hand Off's
1. Course specific feedback or errors need to be filtered back to SkillSoft Help. Desk, as well as technical issues with the SkillSoft server (include Books 24X7 sight).

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2. Navigation issues should be handled by SkillSoft Help Desk if it occurs once the learner has entered the SkillSoft environment.
3. We need to forward new FAQ's to the Change Management Team so they can update the info site.
4. We need a list of High Priority items that need to remain open once a hand-off to SkillSoft occurs. Low Priority can be closed when handed off..

Handled by SkillSoft Admins to be added.
1. Learning assignments for SkillSoft Admins.
2. Catalog management to be removed.
3. SkillSoft POC and SkillSoft Admin maybe two different individuals.

Open Items
1. A Weekly Report requested from NSSC to SkillSoft.
2. SkillSoft admin called directly, should they try to resolve or should they forward to NSSC CC? Yes, try to resolve and then if needed pass on to CC.
3. NSSC CC training requirements. Do we need to set up some more training sessions? Yes, we want to set up some times and subjects or topics.
4. Chris asked for a report on operational readiness prior to the review, concern is due to the hits taken on CC calls from SATERN already. James spoke to this and is looking for additional information today.
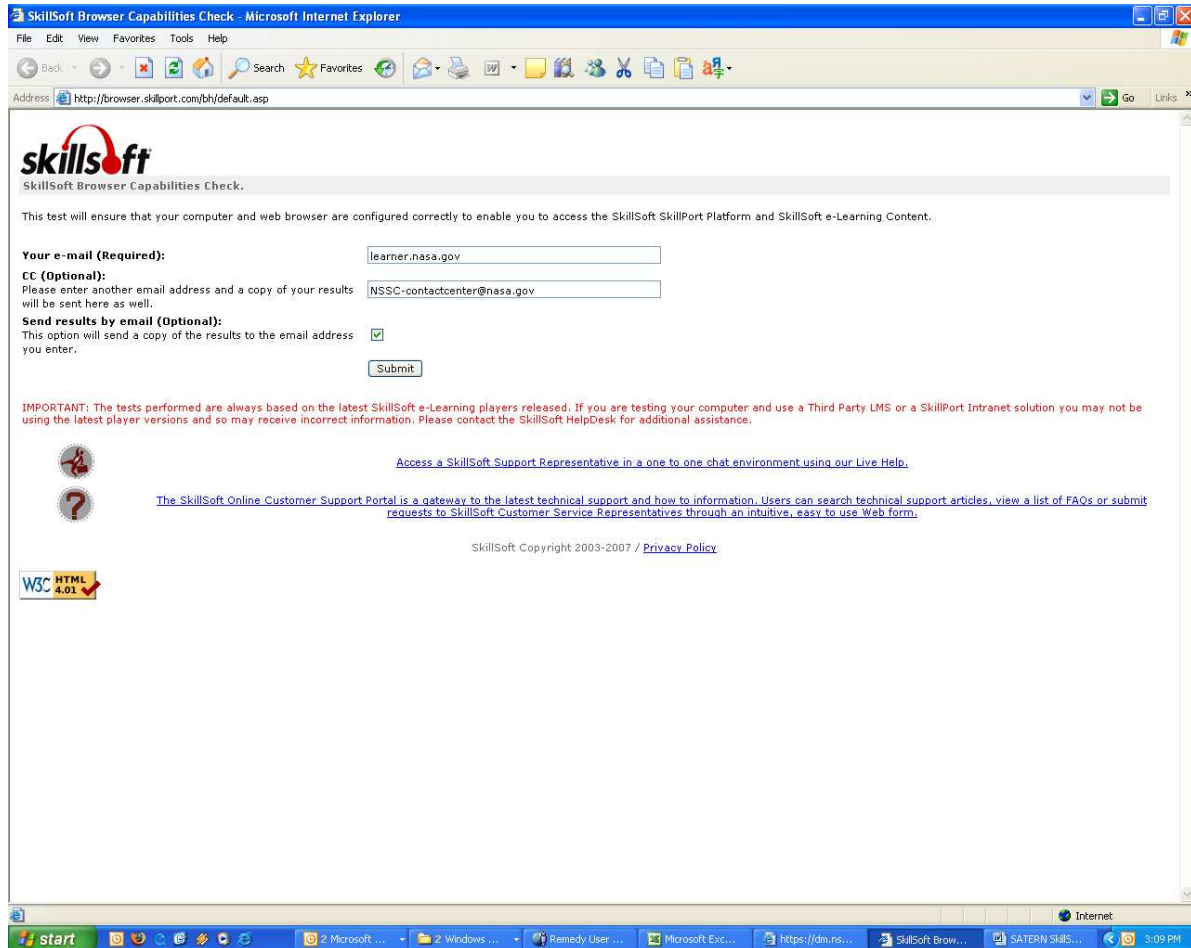
Standard Reports
1. Online window into remedy, until then request thru James.
2. Monthly Report from NSSC to Change Management and EC.
3. Weekly Report from SkillSoft Help Desk to NSSC on status of issues.

SkillSoft progress or completion status problems.

1. When a learner contacts the NSSC Customer Contact Center with an issue of SkillSoft course progress or completion not being recorded properly, the first step is to check the browser for compatibility.
- Have the learner go to URL http://browser.skillport.com/bh/default.asp to check his browser for SkillSoft compatibility.
- Have the learner put his/her email address in the Your e-mail (required) block (see Figure 1 below).
- Have the learner put NSSC-contactcenter@nasa.gov in the CC (Optional) block (see Figure 1 below).

FIGURE 1 SkillSoft browser check link

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2. The next step is to ensure that the required settings are properly set.

Recommended Browser Settings
- Enable browser caching
- Enable Active Scripting and Scripting of Java Applets
- Support JavaScript 1.0 and Java 1.0.2
- Support .ZIP, .JAR, or .CAB Java Applets
- Recommended: Enable Java Console
- Requires cookies on a content-only installation when not used with an LMS
- A browser enabled with a pop-up blocker (or similar window blocking tool) may interfere with the launch of the Job Aids, NASBA, Help, and SkillBriefs windows from
- the SkillSoft Course Player. If this occurs, SkillSoft recommends you set the blocking tool to "Always allow" for SkillSoft (e.g. sites ending in .skillport.com) or for the site from which you access courseware. An additional technique is to use the CTRL or SHIFT key when selecting the link from the Player. If both of these fail, SkillSoft recommends disabling the blocking tool during course play and re-enabling it after completing your play session. For Netscape 8.1: Make sure that the pop-up blocker is turned-off and tab browsing is disabled .

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Plug-ins (minimum requirements)
- Flash 4.0 through 8.x (Mozilla 1.6 and 1.7.2 require Flash 7.0 r19 and r25 or higher, respectively)
- Flash 6.0 and higher (Mozilla 1.6 and 1.7.2 require Flash 7.0 r19 and r25 or higher, respectively)
- Shockwave 8.0 - 10.0
- Note: Not all content needs to use Shockwave. Only older, non-repurposed and ANS courses require Shockwave.

3. The final step is to ensure the proper Java environment.
- Microsoft JVM with Microsoft Internet Explorer 5.5 - 7.0
- 1.3.1_02 to 5.0_11 Internet Explorer 5.5 & 6.0

4. If everything checks out ok, this issue must be elevated to GP, the vendor. Follow normal Remedy procedures to elevate this issue. Remember to include proper documentation of these steps so the vendor will know the system was checked for proper configuration.

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Figure 2

The screen shot below is intended to provide an example the modified Subject Area structure based on SkillSoft's catalog structure.

Figure 3

The process flow below is intended to provide an example the SATERN Subject Area load process.

SATERN SkillSoft Subject Area (SA) Process

Step 1: Archive
- Archive Current SkillSoft SA Tree
- Archive Current SkillSoft SA/Item Relationships
- DB Backup

Step 2: Remove
** Only SkillSoft Subject Areas are affected.
- Remove Current SkillSoft SA/Item Relationships

Step 3: Build
- Input → SkillSoft XML
- SA Exists? No → Add New SA; Yes → Update Existing SA
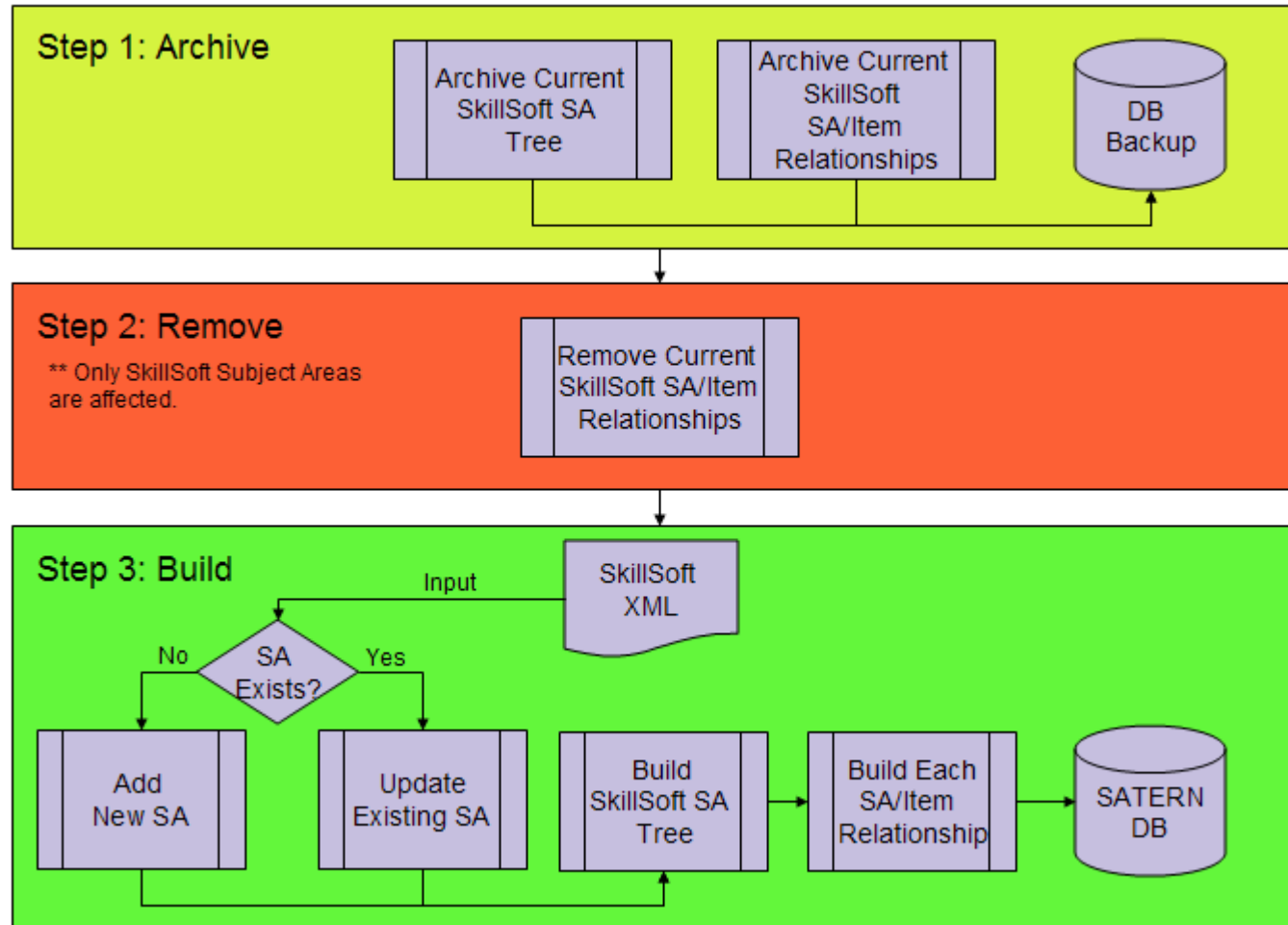- Build SkillSoft SA Tree → Build Each SA/Item Relationship → SATERN DB

Exhibit 1

The setting below must be modified in the elms.xml file on each application server to return the appropriate Callback URL for Books 24x7 to be sent to SkillSoft from SATERN:

```
<ServerURLOverrides>
     <protocol>https</protocol>
     <port>443</port>
     <servername> satern.nasa.gov </servername>
</ServerURLOverrides>
```